

## Values Survey Trend Data

| Accounting and Technology Services Results  |         |         |         |                |                |
|---|---------|---------|---------|----------------|----------------|
| Measures  | 2004/05 | 2005/06 | 2006/07 | 2007/08        | 2008/09        |
| Value each other's contributions through overt, expressed recognition and feedback.   | 2.97    | 2.12    | 2.36    | 3.22           | 3.00           |
| Proactively provide each other with the information they need to do their jobs.   | 3.00    | 2.07    | 2.30    | 3.44           | 3.15           |
| Follow through on commitments.  | 3.47    | 2.49    | 2.40    | 3.60           | 3.15           |
| Exhibit professionalism toward one another.   | 3.63    | 2.35    | 2.64    | 3.50           | 3.15           |
| Practice team cooperation and support.  | 3.63    | 2.14    | 2.23    | 3.65           | 3.08           |
| Demonstrate mutual trust.   | 3.37    | 1.97    | 2.24    | 3.50           | 2.92           |
| Take ownership of our actions.  | 3.57    | 2.67    | 2.24    | 3.50           | 3.23           |
| Shift easily to a problem-solving mode without blaming.   | 3.27    | 2.19    | 2.57    | 3.61           | 3.08           |
| Please rate the extent to which you have received timely feedback and verbal acknowledgement from your immediate supervisor, in the last twelve months. | N/A     | 2.37    | 2.50    | 3.60           | 3.31           |
| How satisfied are you with your job?  | 3.33    | 3.17    | 3.03    | 3.25           | 3.31           |
| <b>Additional Measures</b>  |         |         |         | <b>2007/08</b> | <b>2008/09</b> |
| I get the training I need to do my job well.  |         |         |         | 2.90           | 3.17           |
| I clearly understand my job responsibilities.   |         |         |         | 3.22           | 3.50           |
| I generally feel informed about the changes that affect me.   |         |         |         | 3.10           | 3.42           |
| My immediate supervisor communicates expectations effectively.  |         |         |         | 3.10           | 3.33           |
| My immediate supervisor is accessible to me.  |         |         |         | 3.60           | 3.67           |
| I feel comfortable bringing my work problems or errors to my immediate supervisor.  |         |         |         | 3.70           | 3.58           |
| Employees in my work group resolve conflicts directly with each other.  |         |         |         | 3.10           | 3.33           |
| I receive recognition for my good work.   |         |         |         | 3.20           | 3.50           |
| <b>Key</b>  |         |         |         |                |                |
| Red represents measures falling below target (2.84 and lower)   |         |         |         |                |                |
| Yellow represents measures hitting target (2.85 to 3.14)  |         |         |         |                |                |
| Green represents measures going beyond target (3.15 to 4.00)  |         |         |         |                |                |